

**Western Sydney Region RTO 90221**

**Regional Learning and Assessment Strategy**

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| Course Details: | | BUSINESS SERVICES | | Delivery Site | | |  | | |
| Target qualification outcome from this course of training: | |  | | Name(s) of Teacher/Trainer/Assessor | | |  | | |
| This course is drawn from (training package): | | BSB07 | | Course commences: Course concludes: | | | 2011  2012 | | |
| **Units of Competency included in this course:** | | | | Qualification  Core | Qualification  Elective | Qualification  Elective | | Pre-requisite Unit(s) | Co-requisite Unit(s) |
| **Code** | **Name** | | HSC hours | BOS Compulsory | BOS Compulsory | BOS Elective | |
| BSBCMM201A | Communicate in the workplace | | 15 | **☑** |  | **🞎** | |  |  |
| BSBCUS201A | Deliver a service to customers | | 15 | **☑** |  | **🞎** | |  |  |
| BSBIND201A | Work effectively in a business environment | | 20 | **☑** |  | **🞎** | |  |  |
| BSBINM201A | Process and maintain workplace information | | 20 | **☑** |  | **🞎** | |  |  |
| BSBOHS201A | Participate in OHS processes | | 15 | **☑** |  | **🞎** | |  |  |
| BSBSUS201A | Participate in environmentally sustainable work practices | | 15 | **☑** |  | **🞎** | |  |  |
| BSBWOR202A | Organise and complete work activities | | 15 | **☑** |  | **🞎** | |  |  |
| BSBWOR203A | Work effectively with others | | 15 | **☑** |  | **🞎** | |  |  |
| BSBWOR204A | Use business technology | | 15 | **☑** |  | **🞎** | |  |  |
| BSBITU102A | Develop keyboard skills | | 15 | **🞎** |  | **☑** | |  |  |
| BSBINM202A | Handle mail | | 15 | **🞎** |  | **☑** | |  |  |
| BSBITU201A | Produce simple word processed documents | | 20 | **🞎** |  | **☑** | |  |  |
| BSBITU202A | Create and use spreadsheets | | 20 | **🞎** |  | **☑** | |  |  |
| BSBITU203A | Communicate electronically | | 15 | **🞎** |  | **☑** | |  |  |
| FNSICGEN305A | Maintain daily financial / business records | | 20 |  |  | **☑** | |  |  |
| BSBITU301A | Create and Use databases | | 20 |  |  | **☑** | |  |  |
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**Notes on qualification achievement:**

**BSB07 Business Services Certificate II Higher School Certificate**

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| **Total number of twelve units** | **240 indicative hours** |
| * **1 core unit (Participate in OHS processes)** | * **9 core units** |
| * **11 elective units** | * **95 hours from elective pool** |
|  | * **70 hours of workplacement** |

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| **Relationship of this course to full qualifications and higher level qualifications** | |
| If this course leads only to a Statement of Attainment, describe the HSC-accredited options for students to qualify for the full AQF qualification. | **N/A** |
| Describe the available pathways from this course for students to qualify for **higher** level AQF qualifications. | **This qualification is the recommenced entry level qualification for clerical and administrative work in a broad range of industries and enterprises.**  **TAFE NSW Western Sydney Institute, like a number of other RTOs, offers a range of Certificate III and IV and Diploma courses across the region. The two Certificate III level units of competency in this course and two of the Certificate II level units of competency provide credit toward the Certificate III qualifications.** |

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| **About the Learners** | |
| The clients for this course are senior secondary students who are undertaking this course as one of their Higher School Certificate electives.  The students may have varied previous experiences in related industry workplaces and in related areas of school and other studies. They will therefore bring a variety of background knowledge and skills to this course.  They may have chosen the course:   * to gain certificate qualifications leading to further study or employment in this industry * to gain skills to support their learning across other learning areas * to gain skills that will enhance general employment opportunities * to gain skills as part of a Life Skills program (for students with special learning needs)   They may be School-based Trainees, undertaking this course as all or part of the formal training component of their school-based traineeship. | Are there School-based Trainees in the class? (🗹)  🞎 NO 🞎 YES  Are there School-based Apprentices in the class? (🗹)  🞎 NO 🞎 YES |
| Students with special education needs may require adjustments to learning and assessment strategies as well as additional time to demonstrate the required level of competence. Reasonable adjustment should be based upon the individual student’s needs and abilities. They may require extended time and additional support, both off the job and in the workplace.  Reasonable adjustments to delivery and assessment are appropriate provided they conform to the industry competency standards as expressed in the SIR07 Training Package.  Further information is available in the document - Stage 6 Industry Curriculum Frameworks Support Document for Students with Special Education Needs (2005) | Are there students with special needs in the class? (🗹)  🞎 NO 🞎 YES  Yes, complete section below. |
| **Notes on specific student circumstances and needs in this class:** | **Notes on specific provisions for these students:** |
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| **Validation of Assessment** |
| Western Sydney Region has a 3 level approach to the validation of assessments.  **Level One - Validation within School/Faculty Delivery Site**  **Level Two - Validation across delivery sites**  **Level Three Validation across other RTOs**  **The Regional Validation Policy and proformas provides more detail** |

Scope and Sequence of Learning and Assessment

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| **Overview – Duration and Organisation** | | | | | | | | | |
| This course is normally delivered over seven (7) school terms. Students must undertake at least 70 hours of structured workplace learning (**work placement**) in order to meet Board of Studies requirements. This workplace learning is also an important opportunity for students to demonstrate workplace competence against knowledge and skills gained and demonstrated in the classroom environment. | | | | | | | | | |
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| **Course Structure** | | | | | | | | | |
| **Term** | **Theme for Learning** | | **Units of Competency addressed:** | | | | | **Assessment:** | |
| **Code** | | **Title** | | **Hrs** | **Evidence gathering techniques:** (☑) | **Specific Assessment Tools:** |
| 1 | *Prepared for work* | | BSBCMM201A | | Communicate in the workplace | | 15 | ☑ Folio of Work 🞎 Scenarios  ☑ Teacher Observation 🞎 Journal  🞎 Teacher Questioning 🞎 Workplace Reporting  🞎 Written Test 🞎 Product Marking  🞎 Other: | Theme 1 Assessment Package |
| BSBOHS201A | | Participate in OHS processes | | 15 |
| BSBWOR204A | | Use business technology | | 15 |
| BSBITU102A | | Develop keyboard skills | | 15 |  |
|  |  | | | | | | | | |
| 2 | *At work* | | BSBINM202A | | Handle mail | | 15 | ☑ Folio of Work ☑ Scenarios  🞎 Teacher Observation 🞎 Journal  🞎 Teacher Questioning 🞎 Workplace Reporting  🞎 Written Test 🞎 Product Marking  🞎 Other: | Theme 2 Assessment Package |
| BSBITU203A | | Communicate electronically | | 15 |
| BSBIND201A | | Work effectively in a business environment | | 20 |
| ***Workplacement*** | | | | | | |  |
|  |  | | | | | | | | |
| 3 | *Work smarter not harder* | | BSBITU201A | | Produce simple word-processed documents | | 20 | 🞎 Folio of Work 🞎 Scenarios  🞎 Teacher Observation 🞎 Journal  🞎 Teacher Questioning 🞎 Workplace Reporting  🞎 Written Test 🞎 Product Marking  🞎 Other: |  |
| HSC Year Commences | | | | | | | | | |
| 4 | | *Making a difference* | | BSBWOR203A | Work effectively with others | | 15 | 🞎 Folio of Work 🞎 Scenarios  🞎 Teacher Observation 🞎 Journal  🞎 Teacher Questioning 🞎 Workplace Reporting  🞎 Written Test 🞎 Product Marking  🞎 Other: |  |
| BSBCUS201A | Deliver a service to customers | | 15 |
| ***Workplacement*** | | | | | |  |
|  | |  | | | | | | | |
| 5 | | *Getting it right* | | BSBWOR202A | | Organise and complete work activities | 15 | 🞎 Folio of Work 🞎 Scenarios  🞎 Teacher Observation 🞎 Journal  🞎 Teacher Questioning 🞎 Workplace Reporting  🞎 Written Test 🞎 Product Marking  🞎 Other: |  |
| BSBITU202A | | Create and use spreadsheets | 20 |
| 6 | | *Sustainable work practices* | | BSBINM201A | | Process and maintain workplace information | 20 |
| BSBSUS201A | | Participate in environmentally sustainable work practices | 15 |
|  | |  | | | | | | | |
| 7 | | *Your choice* | | BSBITU301A | | Create and use databases | 20 | 🞎 Folio of Work 🞎 Scenarios  🞎 Teacher Observation 🞎 Journal  🞎 Teacher Questioning 🞎 Workplace Reporting  🞎 Written Test 🞎 Product Marking  🞎 Other: |  |
| FNSICGEN205A | | Maintain daily financial/business records | 20 |

Specific Assessment and Resourcing Requirements

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| **Specific Assessment Requirements** | | | |
| The following units of competency must be assessed in a specific environment (eg workplace) | **Code** | **Title** | **Specific Environmental Requirement** |
|  |  | This section needs to be completed, if applicable |
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| **Resource Requirements** | | | |
| The Industry Curriculum Framework Information Package (ICFIP) provides information on required resources. Evidence of resource requirements includes completion of the ICFIP equipment checklists and the Quality Assurance sign-off of that checklist by the School Principal. A copy of a completed copy of the ICFIP resource requirements checklist is available to support this LAS  The school has evidence that it satisfies both the **Range Statement** and **Evidence Guide** of the units of competency listed in this LAS  **School resources**:  **Outside Resources** ( agreement established): | | | |